HARRIS COUNTY, TEXAS

Justice Applications

J-WEB FREQUENTLY ASKED QUESTIONS

CONTENTS

Who Do I Contact for Help?

Start with your JIMS security administrator or JIMS liaison. If the question is not resolved, then contact the ITC Help Desk at: ITCHelpDesk@hctx.net or call 713-274-4444. Provide specific information such as the page title, error message and/or record in question.

How Do I Log Out?

When you are finished using J-Web, click the X in the top right corner of the tab labeled Harris County (JWEB). When you hover the cursor over the X, the X turns red and the tool tip displays with the words "Close Tab."

Which Browsers are Supported?

J-Web is being developed to run in Internet Explorer version 9. It is not designed to run in earlier versions of Internet Explorer or in other web browsers.

How Can I Use J-Web at the Same Time as Other Applications?

Maximize
It is best to use the J-Web window maximized so it fills your entire screen. This is because there is no left/right scrolling, and if J-Web is less than full size, you may not see all the buttons and fields you need. In Internet Explorer click this button to maximize the display: .

Alt + Tab
To scroll through your open windows, hold down the Alt key and press the Tab key. This is a quick way to switch from one application to another.

Multiple Sessions
You may open more than one J-Web window at a time. This allows you to work on different transactions or different records in separate windows.

How Do I Print Reports?

The print icon is enabled when a report is available for printing. The print icon is disabled when there is no report that can be printed.

Adobe Reader must be installed on your workstation before you can print PDF files.

1. Select to print (click the report icon at the top right or click the appropriate button on the page associated with printing).
2. A prompt should display asking if you would like to Open, Save or Cancel.
3. Click Open.
4. The report will display in Adobe Reader. Click the Print icon or click File > Print.

How Do I Avoid a Blank Page After Clicking Print?

1. In Internet Explorer, select Tools > Internet Options.
2. Click the Security tab, select Trusted Sites and click Sites.
3. Select the website listing https://civil.jweb.harriscountytx.gov or https://criminal.jweb.harriscountytx.gov and click Remove.
4. In the blank entry field, enter *.civil.jweb.harriscountytx.gov or *.criminal.jweb.harriscountytx.gov and click Add.
5. Click Close. Click OK.

How Do I Print the Screen?

On pages where there is no printed report, the print icon is disabled; however you can print the screen.

Copy Screen
1. With your cursor on the page to print, press the Alt + Print Screen keys on the keyboard.
2. Open Word, PowerPoint or other program.
3. Paste the copy (right click and select Paste or press the Ctrl + V keys).
4. Print the document.

Print Preview
1. In Internet Explorer, click File and select Print Preview.
2. Click on the Landscape icon (or press Alt + L on the keyboard).
3. In the drop-down box labeled Change Print Size, select 80%.
4. Click the Print Document icon.

Why am I Getting Access Denied?

Request clearance from your agency's security administrator. If you were able to access J-Web and now the Access Denied page is displaying, try the steps below.

1. Close Internet Explorer (IE) and try again.

If that doesn't work:

2. Delete your browsing history –
    a. In IE click Tools.
    b. Select Internet Options.
    c. In the Browsing History section, click Delete, make sure "Cookies and website data" is select, then click Delete again.
    d. Click OK until the pop-up windows close.
    e. Try accessing J-Web again.

If that doesn't work –

3. Please restart your computer and try again. (Click Start, select Shutdown, then select Restart.)

How Do I Remove Someone Else's Credential from My Workstation?

When you open J-Web, if someone else's name displays at the top right, then that person saved their credentials on your workstation. To remove that credential follow the steps below.

1. Open User Accounts by clicking the **Start** button 🌐, clicking **Control Panel**, and then clicking **User Accounts**.

2. In the left pane, click **Manage your credentials**.

3. Click the vault that contains the credential you want to manage.

    Note: For J-Web look for the vault with the network address ending with "HarrisCountytx.gov"

4. Select the credential you want to manage.

5. Click **Edit/Remove**, make the change you want, and then click **Save** (when editing).

How Do I Fix the Display?

If you see odd displays such as a calendar pop-up displaying behind other fields or a border displaying over a field, check the settings below.

A. Reset zoom to 100%

1. In Internet Explorer click the View option on the toolbar.
2. Select Zoom.
3. Select 100%.

B. Check compatibility settings

1. Press **Shift + F12** on your keyboard.
2. In the pop-up click **Browser Mode**.
3. Make sure there's a check mark to the left of **Internet Explorer 9**.
4. Click the **X** to close the pop-up window.

How Do I Enable Single-Sign On?

For Harris County employees only – configure Internet Explorer so you are logged onto J-Web automatically.

Note: Use these procedures only if you have your own workstation. If you share a workstation with others, then use the external J-Web link which prompts each user to sign-on.

Network administrators may manage these settings for your agency so you won't have to do them individually.
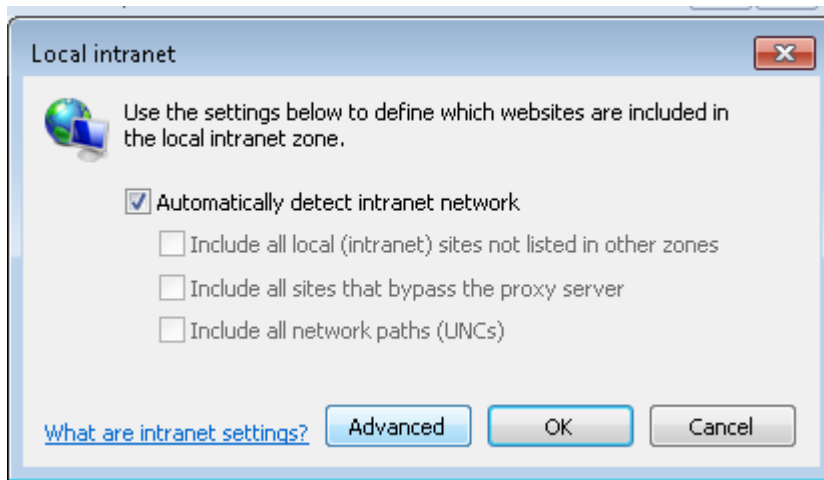
1. Open Internet Explorer and select **Tools** > **Internet Options**
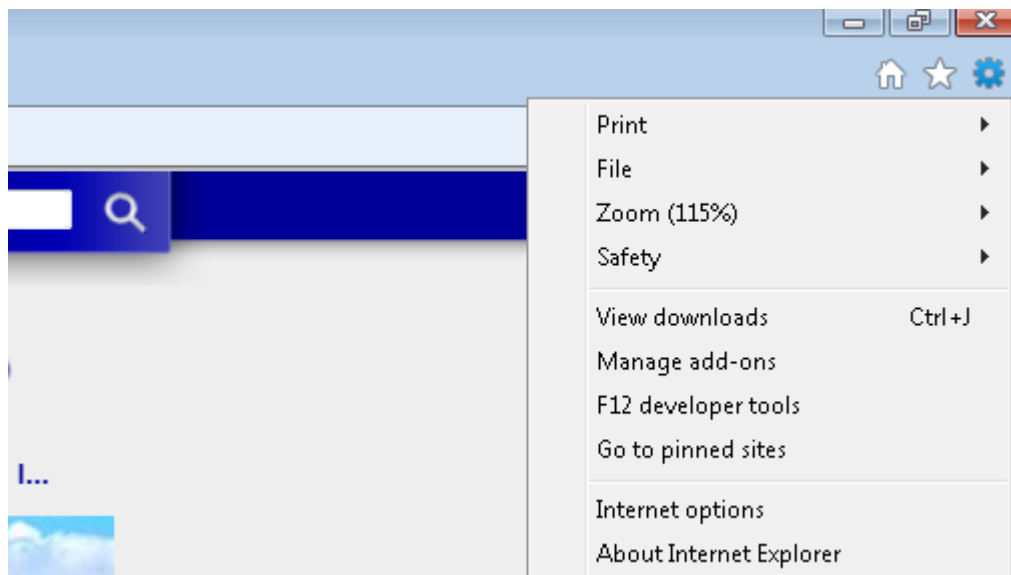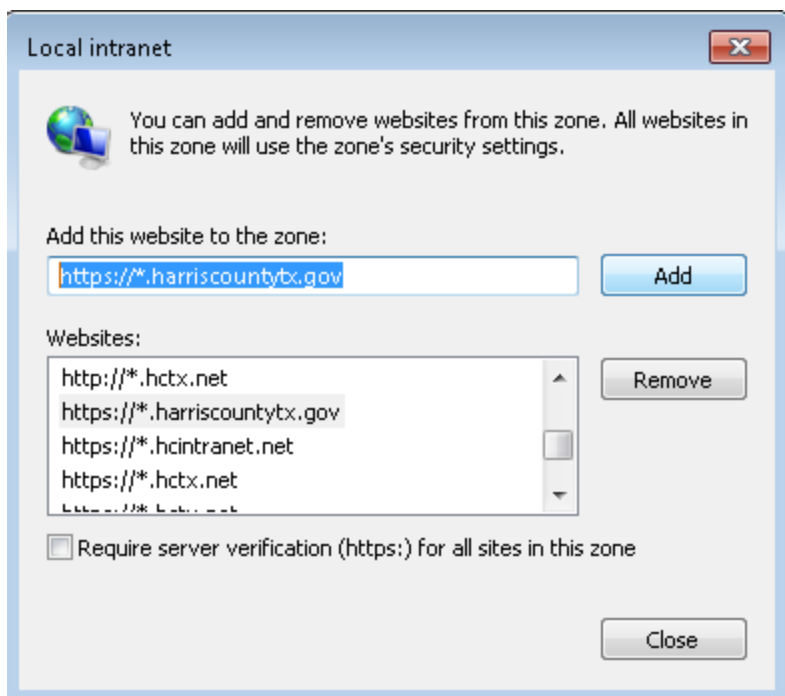
2. Click the **Security** tab, select **Local Intranet** then click **Sites**.
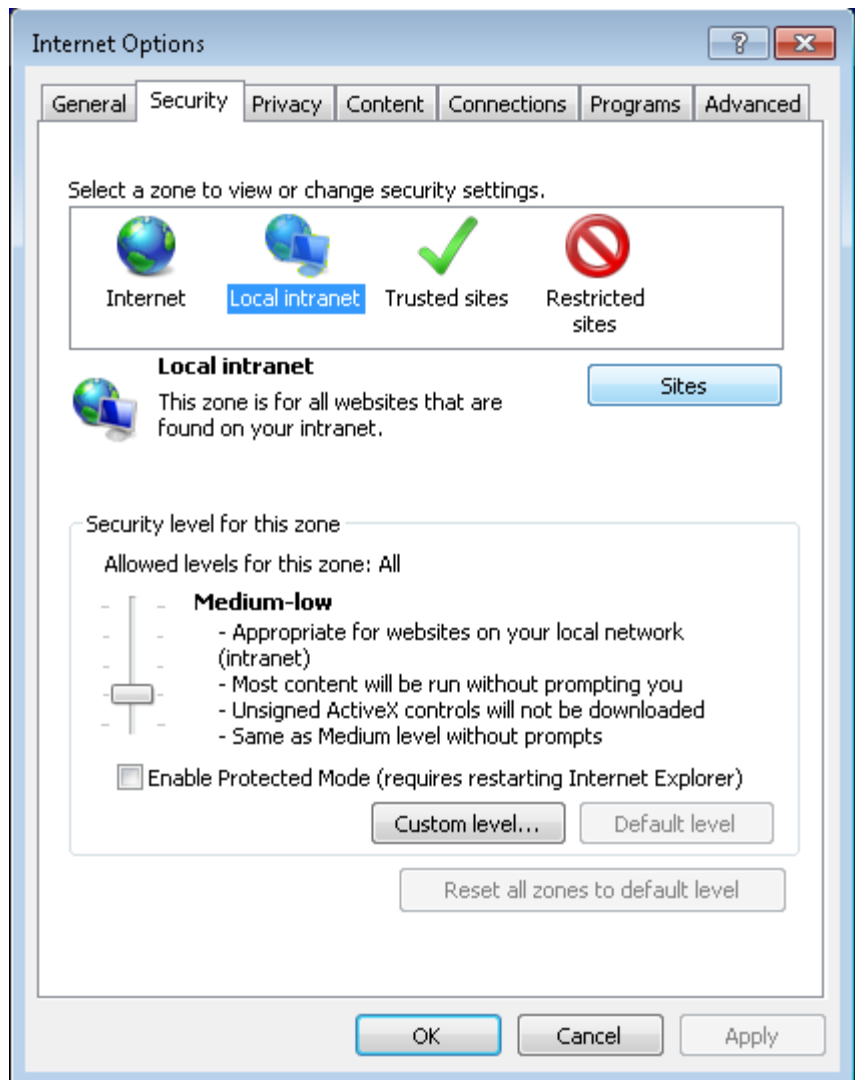
3. Select **Advanced**.

4. In the box labeled "Add this website to the zone," type or copy/paste this URL:
   https://*.harriscountytx.gov

5. Click the **Add** button.
6. Close the current window and click OK in all other open windows.